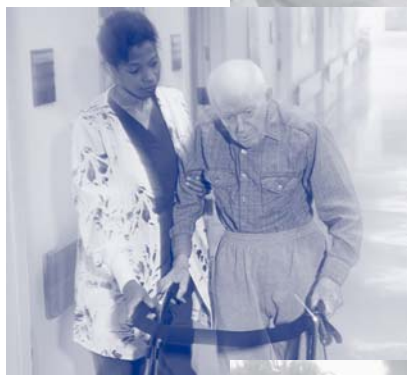




To help the financially needy obtain high-quality health care that is affordable, promotes independence, and provides customer satisfaction.



Massachusetts Hospital Association and MassHealth Operations

Work Group Meeting
August 6, 2007



Agenda

- MassHealth Updates
 - MassHealth Wellness Program
 - Medical Nutrition Therapy and Diabetes Self-Management Training
- Automated Solutions for MHA
- What's new: www.mass.gov/masshealth
- MassHealth and NPI

MassHealth Updates

MassHealth Wellness Program:

Effective July 1, 2007, MassHealth will launch the MassHealth Wellness Program to encourage members to see their health-care providers and take action to stay healthy

➤ Features of the wellness program include but are not limited to:

- Educating members about how to lead a healthy lifestyle and the benefits of these actions;
- Encouraging members to participate in preventative health care services, such as well-care visits, immunizations and screenings

Please refer to All Provider Bulletin 165 for additional information and go to www.mass.gov/masshealth/wellness

MassHealth Updates

Medical Nutrition Therapy and Diabetes Self-Management Training:

- Effective for dates of service on or after July 1, 2007, MassHealth is adding separate coverage for Medical Nutrition Therapy (MNT) and Diabetes Self Management Training (DSMT)

Medical Nutrition therapy: nutritional, diagnostic therapy and counseling services for the purpose of disease management that are furnished by a physician, registered dietitian, licensed dietitian/nutritionist, or other health-care provider with specific training in the provision of nutritional counseling

- The following codes are covered for MNT for dates of service on or after July 1, 2007: 97802, 97803, 97804, G0270 and G0271

Diabetes Self-Management: educational and training services furnished to an individual with diabetes by a physician or certain accredited mid-level providers (registered nurses, physician assistants, nurse practitioners, and registered dietitians)

- The following codes are covered for members with a diagnosis of Diabetes for DSMT for dates of service on or after July 1, 2007: G0108 and G0109

Please refer to applicable bulletin (AOH-20, PHY-86 and CHC-60) for additional information

Automated Solutions for MHA

Vendor Web

- Self-service tool that allows provider to view payment transactions issued by the Commonwealth or Massachusetts
- You must be an established vendor in order to take advantage of VendorWeb; If you have received payment from MassHealth previously (either electronically or by paper check), then you have been issued a vendor code.
- To use VendorWeb:
 1. Go to VendorWeb site at <https://massfinance.state.ma.us/VendorWeb/vendor.asp>
 2. On the home page, click **Login**
Enter your 12-digit alpha/numeric vendor/customer code* (this starts with "VC") ***If you have an outdated vendor/customer code (one that does not start with a VC), click on Need a New Vendor/Customer Code? Enter your previous vendor/customer code, then submit.**
 4. Click **Submit**
 5. To View payment schedules, click on **Scheduled Payments** (on the left side of the screen)
 6. To view payment histories, click on **Payment History** (on the left side of the screen)

Please refer to the July Feature of the Month for additional information or visit <https://massfinance.state.ma.us/VendorWeb/vendor.asp>

Automated Solutions for MHA

Customer Web Portal (CWP)

- Allows for Web access to documents that were only available by special request to the Publications department
 - Offers the capability to complete and submit “Prescription for Transportation” (PT-1) requests online using the MassHealth Web site.
 - Allows providers to download forms and other publications, such as online brochures and booklets, or to request a supply of them online
- **Currently, only 19.4% of MHA organizations have signed up to receive a Customer Service Web Account**
- To register for a Customer Service Web Account:
 - Go to www.mass.gov/masshealth
 - Click on “Order Provider Publications” in the Online Services box
 - Fill out the online form, which has space for you to indicate additional users. Then click send.

Please refer to All Provider Bulletin 156 and 157 for additional information on registering for a Customer Service Web Account

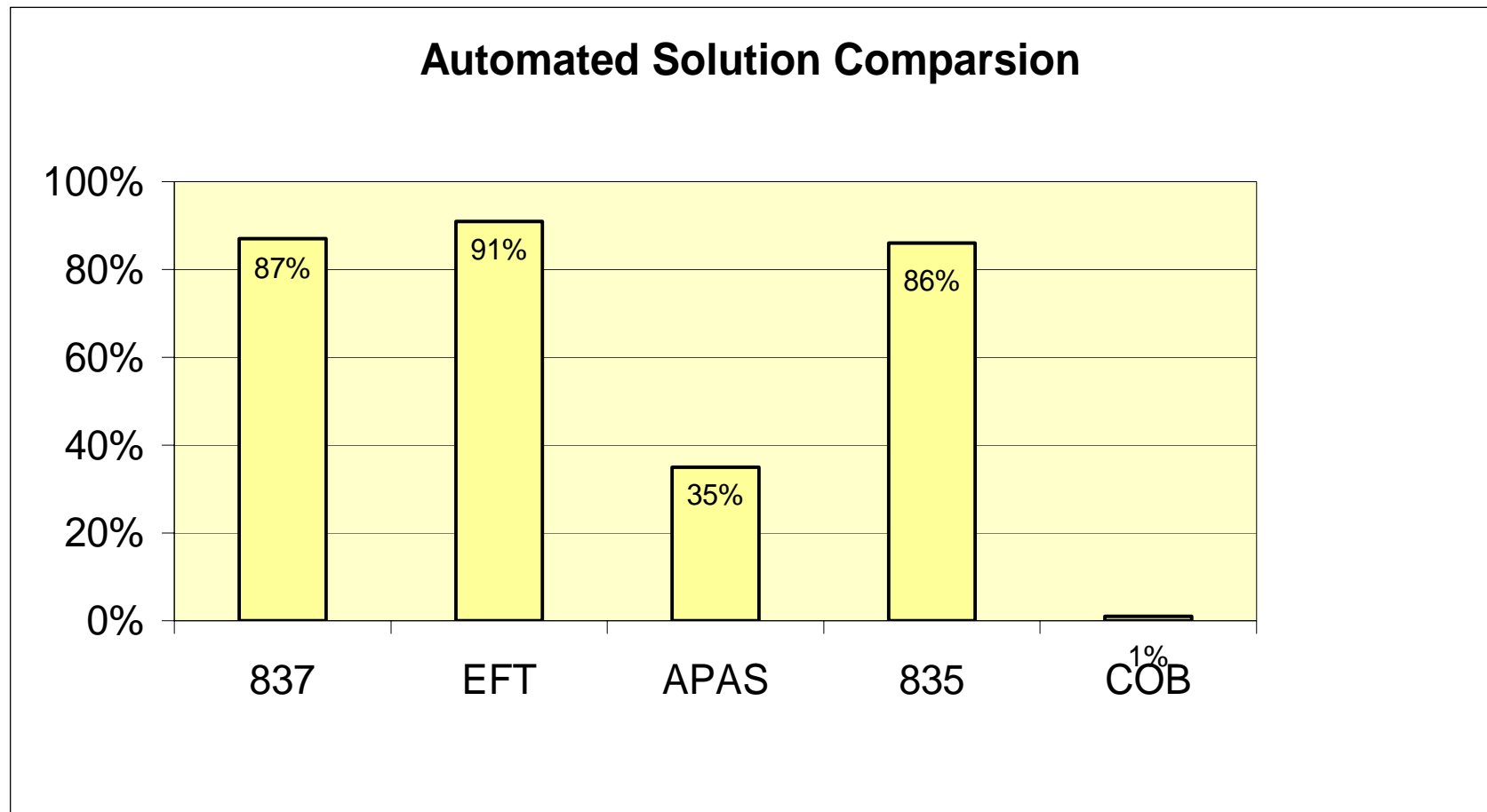
Automated Solutions for MHA

Preferred Communication Options

Choose to be notified of new MassHealth publications from one of three methods:

- Email Notification (fastest);
 - Postcard Notification (up to 10 days later than email); or
 - Paper copy of actual publication (up to 10 days later than email)
-
- **Currently, only 43% of MHA organizations have informed MassHealth of their Preferred Method of Communication: 93% Email; 4% Postcard; 3% Mail**
 - To sign-up, simply go to the MassHealth Web site and in the Online Services box and click on “Provider Preferred Communication Method” link.

Automated Solutions for MHA



What's new: www.mass.gov/masshealth

Revised Billing Instructions:

- MassHealth is updating its billing instructions for paper claims to include instructions for completing the recently revised claim forms.

General Instructions in Subchapter 5 of the Provider Manual:

- The billing instructions that are currently contained in Subchapter 5 of your MassHealth provider manual have been revised.
 - Part 3 (Billing MassHealth) now describes the options for submitting claims- either electronically or on paper claim forms
 - Part 5 describes your options for receiving payment

Claim-Form-Specific Billing Guide on the Web:

- MassHealth has begun posting to its Web site freestanding claim-form-specific billing guide. For each type of claim form, MassHealth will post two documents:
 - Instructions for billing paper claims to MassHealth; and
 - A guide to the MassHealth remittance advice
- Additional details on these changes can be found in TL PHY-118 (May 2007), AOH-14 (July 2007), AIH-42 (July 2007), CDR-23 (July 2007) and COH-3 (July 2007)

What's new: www.mass.gov/masshealth

Revised Billing Instructions:

- Instructions for Claim Form no. 5 and the UB-04 are now on the web. For interim instructions for the other proprietary claim forms, please visit www.mass.gov/masshealth/npi
- To locate the freestanding instructions on the Web, go to www.mass.gov/masshealthpubs. Click on “Provider Library”, then on “MassHealth Billing Guides for Paper Claim Submitters

MassHealth and NPI

MassHealth is not in a fiscal pend situation. We are not holding any payments as a result of the implementation of NPI or the fiscal year end. We continue to process claims within our 30 day claims processing timelines.

MassHealth continues to work to update our NPI crosswalk based on provider feedback, claims processing and internal reviews.

MassHealth is working to align our NPI/taxonomy model and continues to work with providers on their enumeration choices.

One of the challenges in cross walking an NPI to a MassHealth number exists when a provider has chosen to obtain a single NPI that will crosswalk to many MassHealth provider numbers.

It is also important for providers to understand that the NPI regulation identifies two different types of NPI numbers:

- A type one NPI is for individual providers.
- A type two is for facilities and physician groups

MassHealth has been and will continue to work with affected providers to work through individual solutions.

MassHealth and NPI

Providers billing on paper must use the revised claim forms on all new submissions and resubmissions.

- In order to correctly adjudicate MassHealth proprietary claim forms, the Billing (Pay to) provider number should be entered in field 1A; the rendering (servicing) provider numbers, when required, should be included in field 23 on the invoice 5
- For UB-04 claims, you should follow the NUBC manual for field definitions. You should refer to the MassHealth billing instructions for your specific provider type for some specific values on completing the UB-04

MassHealth and NPI

MassHealth providers should not enter a taxonomy code on their claims unless they have been instructed to do so by MassHealth.

- You will require a taxonomy if you have 1 NPI and many MassHealth numbers and the zip codes are the same for all of your MassHealth provider numbers.
- If you bill professional claims for salaried physicians under your hospital provider numbers, you will need a unique taxonomy code for each.

Payments continue to be issued to MassHealth Pay-to Provider numbers.

Please refer to www.mass.gov/masshealth/npi for additional NPI information

MassHealth and NPI

UB-04 Specific Instructions

- Enter the appropriate three-digit type of bill in **field 4** for the service and provider being billed. If a four-digit TOB is entered, MassHealth will use the last three digits to process the claim
- When billing on a UB-04, please make sure to use **field 7** to list covered days
- You must list the billing (pay to) provider NPI in **field 56**; if you must list your seven-digit MassHealth provider number, enter it in the first space in **field 57**, not field 51.
- Providers are reminded to leave the “present on admission” indicator field (field 66) on the UB-04 blank

MassHealth and NPI

Electronic Claims

- Providers should only submit both the 2010AA, Billing and 2010AB, Pay To provider loops when the information is different. Providers should only use the 2010AA loop if the information is the same.
- 837I claims must be submitted with the covered days reported in 2300 Claim Quantity, QTY02. Claims are being submitted with no covered days.
- You must submit the claims with the appropriate NPI and taxonomy, if applicable. Claim submitted with only a TIN/SSN will not adjudicate to the correct provider.

MassHealth and NPI

Common Billing Errors

- Claims are submitted with the Rendering (Servicing) provider number in the Billing provider number field and vice versa. Claims will adjudicate to the incorrect provider number.
- If your claim was submitted with a valid NPI and MassHealth provider number, but they were not the correct numbers for the claim, then your claim would have denied.
- Claims are submitted with an individual NPI number for the Billing provider NPI. The facility or group name is listed as the Billing provider.
- Claims are submitted with a different taxonomy code than was confirmed in the data summary letter.
- MassHealth claim forms are submitted with Medicare provider numbers.
- Claims are submitted with an NPI that has not been received, processed, and confirmed by MassHealth.